

***Task Order 76 - IFAP/Schools Portal Operations***

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# **Task Order 76 – IFAP/Schools Portal Support**

## **IFAP/Schools Portal Monthly SLA Metrics Report** **Deliverable 76.1.1i**

Period Ending: 3/31/02



**F E D E R A L**  
**S T U D E N T A I D**  
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**Task Order 76 - IFAP/Schools Portal Operations**

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### **Introduction**

This is the monthly metrics report for Task Order 76, IFAP and Schools Portal Support. The purpose of this task order is to provide the capability to sustain the IFAP and Schools Portal applications such that Schools Channel customers can be provided with integrated, timely, and user-friendly access to existing information databases and resources. This report measures Accenture's performance in providing support as defined in the Metrics Based Service Targets Document.

### **Executive Summary**

#### ***Work Accomplished During This Period***

- Continued to provide user support to the CSCC in regards to user support, application bug fixing, updates, and enhancements.
- Continued to provide user support to the CSCC in regards to Interwoven deployments.
- Continued to provide user support to the CSCC in regards to IFAP/Schools Portal databases maintenance.
- Continued efforts on improving the use and performance of the Autonomy search engine.
- Added new FSA graphic and wording to the IFAP and Schools Portal applications.
- Continued efforts to assemble transition documents for the new long-term operations provider.

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### Help Desk Monthly Throughput

#### Incoming Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support	2	1	1	4
Misc. Requests/Enhancements	4	8	9	21
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests	1			1
VDC Outages				
<b>Monthly Total</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>26</b>

#### Resolved Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support	2	1		3
Misc. Requests/Enhancements	4	7	9	20
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests	1		2	3
VDC Outages				
<b>Monthly Total</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>26</b>

#### Outstanding Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support			1	1
Misc. Requests/Enhancements		1		1
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests		3	8	11
VDC Outages				
<b>Monthly Total</b>		<b>4</b>	<b>9</b>	<b>13</b>

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### Metrics Definitions

- *Metric 1.0 (Resolution Quality)* – This metric measures the level of rework effort required for completed requests. A rework request is one that is submitted that identifies a problem with the given solution for a previously closed request.
- *Metric 1.1 (Work Estimate Accuracy)* – This metric measures the accuracy of the work effort estimates provided to FSA for complex requests. The target is to complete a request within a 20% variance from the actual effort it takes to resolve the request.
- *Metric 1.2 (Service Reporting Delivery)* – This metric covers the timely delivery of the monthly metrics reports. It is measured by the number of days from the delivery target to the 7<sup>th</sup> day of the month.

### Metrics Report Summary

Service Level	Description	Current Month		Quantity
		Target	Actual	
1.0	Resolution Quality	100%	95.7%	22 of 23 <sup>1</sup>
1.1	Work Estimate Accuracy	90%	100%	3 of 3
1.2	Service Reporting Delivery	7 <sup>th</sup> of Month	4/5/02 <sup>2</sup>	

1. SIR 461 was resubmitted for rework.
2. This month's report is delivered on April 5 because April 7 falls on a Sunday.

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### Incentive-Based Metrics Definitions

- *Metric 2.0 (FSA TeamSite ID's)* – Requests for creating or modifying TeamSite ID's will be resolved within one business day.
- *Metric 2.1 (FSA TeamSite Access)* – Requests for modifying user access privilege to the TeamSite server will be resolved within 4 hours.
- *Metric 2.2 (User Support)* – Requests for user support for clarification/explanation of how to use software products like Interwoven, Viador, Oracle, Autonomy, etc., will be resolved within one business day.
- *Metric 2.3 (Misc. Requests/Enhancements)* – Requests for application bug fixing and/or enhancements that do not fall within another definition or are not a complex request. These will be resolved within one business day for requests that have a High priority, two business days for Medium priority, and five business days for Low priority requests.
- *Metric 2.4 (IFAP Autonomy Hyperlinks)* – Requests for new hyperlinks to documents residing within the file structure of the IFAP site, to be included in the Autonomy search capability, will be resolved within one business day.
- *Metric 2.5 (Schools Portal Hyperlinks)* – Requests for new hyperlinks to external websites for the Schools Portal site, to be included in the Autonomy search capability, will be resolved within three weeks.

### Incentive-Based Metrics Summary

Service Level	Description	Current Month		Quantity
		Target*	Actual	
2.0	FSA TeamSite ID's	96%		
2.1	FSA TeamSite Access	96%		
2.2	User Support	96%	100%	3 of 3
2.3	Misc. Requests/Enhance.	96%	100%	20 of 20
2.4	IFAP Autonomy Hyperlinks	96%		
2.5	Schools Portal Autonomy	96%		
	<b>Totals</b>	96%	100%	23 of 23

\* The incentive is met when the *combined* percentage of all incentive-based metrics met is at or above 96%.

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### IFAP Monthly Usage Statistics

The following is a description of the statistics for subscription option usage for the IFAP site.

- *Statistic 3.0* - Number of unique IFAP users that subscribe to one or more of the subscription options.
- *Statistic 3.1* - Number of unique IFAP users that subscribe to *only* the default (weekly) option.
- *Statistic 3.2* - Number of unique IFAP users that subscribe *only* to option #2 (Frequently generated IFAP documents).
- *Statistic 3.3* - Number of unique IFAP users that subscribe *only* to Option #3 (IFAP additions by Publication Type).
- *Statistic 3.4* - Number of users who registered with the IFAP site during the reporting month.
- *Statistic 3.5* - Number of users who logged into the IFAP site with their User ID during the reporting month.
- *Statistic 3.6* - The five most common publication types subscribed to in Option #3.
- *Statistic 3.7* - Number of unique IFAP users that subscribe *only* to Option #4 (IFAP additions by Program/Service).
- *Statistic 3.8* - The five most common topics subscribed to in Option #4.

Number	Description	Value(s)	% Change
3.0	Users subscribing to one or more options	1,758	13.5% (+237)
3.1	Users subscribing only to default option	619	34.9% (+216)
3.2	Users subscribing only to Option #2	2	(50%) (-1)
3.3	Users subscribing only to Option #3	32	6.2% (+2)
3.4	Users Registered during the month	264	8.3% (+22)
3.5	Users who last logged in during month	370	7.6% (+28)
3.6	Five most common types from Option #3	1. SFA Handbooks (570)	
		2. Federal Registers (532)	
		3. NSLDS Reference Materials (524)	
		4. Training Guides (524)	
		5. Regulation Compilations (519)	
3.7	Users subscribing only to Option #4	1	0% (+0)
3.8	Five most common topics in Option #4	1. Training/Conferences/Meetings (568)	
		2. Federal Pell Grant Program (546)	
		3. National Student Loan Data System (NSLDS) (545)	
		4. Student Eligibility (531)	
		4. Refunds and Repayments (531)	

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### **Appendix A – Monthly Request Summary**

<b>Date Opened</b>	<b>Title</b>	<b>Priority</b>	<b>Status</b>	<b>Date Closed</b>	<b>Incentive Met</b>
10/4/01 10:30am	Rational Site Check Links	Low	Closed	3/11/02 12:00pm	N/A <sup>1</sup>
2/8/02 11:45am	SIR 446	Low	Closed	3/4/02 11:10am	N/A <sup>1</sup>
3/1/02 3:00pm	Add FSA Logo to Schools Portal	High	Closed	3/15/02 8:00am	N/A <sup>1</sup>
3/4/02 9:30am	Interwoven Password Restrictions	High	Closed	3/4/02 9:45am	Yes
3/6/02 3:30pm	SIR 455	Low	Closed	3/11/02 10:45am	Yes
3/6/02 3:30pm	SIR 456	Low	Closed	3/11/02 10:44am	Yes
3/6/02 3:30pm	SIR 457	Low	Closed	3/11/02 10:44am	Yes
3/6/02 3:30pm	SIR 458	Low	Closed	3/11/02 10:40am	Yes
3/8/02 10:30am	SIR 459	Medium	Closed	3/8/02 2:45pm	Yes
3/8/02 12:15pm	SIR 460	Medium	Closed	3/8/02 12:30pm	Yes
3/11/02 10:00am	SIR 461	Medium	Closed	3/11/02 3:15pm	Yes
3/13/02 12:15pm	SIR 462	Low	Closed	3/13/02 3:00pm	Yes
3/13/02 4:15pm	SIR 463	Medium	Closed	3/18/02 2:30pm	Yes
3/18/02 10:15am	SIR 464	Medium	Closed	3/18/02 3:21pm	Yes
3/19/02 8:15am	SIR 465	Low	Closed	3/20/02 3:30pm	Yes
3/19/02 8:30am	SIR 466	High	Closed	3/19/02 12:00pm	Yes
3/19/02 9:15am	SIR 467	Medium	Closed	3/21/02 10:00am	Yes
3/19/02 3:00pm	Job Disappeared	High	Closed	3/19/02 4:00pm	Yes
3/20/02 9:15am	fregister files not on IFAP	High	Closed	3/20/02 2:00pm	Yes
3/20/02 12:00pm	SIR 468	Low	Closed	3/20/02 5:00pm	Yes
3/20/02 12:30pm	Padma cannot work from home	Low	Open		N/A <sup>2</sup>
3/21/02 2:00pm	SIR 469	Medium	Closed	3/21/02 3:30pm	Yes
3/22/02 1:45pm	SIR 470	Low	Closed	3/22/02 3:30pm	Yes
3/22/02 2:00pm	SIR 471	Medium	Open		N/A <sup>2</sup>
3/27/02 8:00am	SIR 472	Low	Closed	3/27/02 11:18am	Yes
3/27/02 9:33am	SIR 473	High	Closed	3/27/02 11:13am	Yes
3/27/02 2:15pm	Attaching files gives Interwoven Error	Medium	Closed	3/27/02 4:00pm	Yes
3/29/02 10:30am	SIR 474	High	Closed	3/29/02 11:45am	Yes

1. Complex SIRs are not applicable toward the incentive fee.
2. These SIRs were still open at the end of the reporting period and therefore are not applicable toward the incentive fee.

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### Appendix B – Monthly Availability

This chart displays monthly availability for the websites. Availability Percentage is based on a 24-hour day, and excludes scheduled downtime for maintenance.

Date	Availability %	Notes
(Fri) 1 Mar 2002	100%	
(Sat) 2 Mar 2002	100%	
(Sun) 3 Mar 2002	100%	
(Mon) 4 Mar 2002	100%	
(Tue) 5 Mar 2002	97.9%	Viador Application went down affecting Schools Portal. Total downtime was ½ hour.
(Wed) 6 Mar 2002	100%	
(Thu) 7 Mar 2002	100%	
(Fri) 8 Mar 2002	100%	
(Sat) 9 Mar 2002	100%	
(Sun) 10 Mar 2002	100%	
(Mon) 11 Mar 2002	100%	
(Tue) 12 Mar 2002	100%	
(Wed) 13 Mar 2002	100%	
(Thu) 14 Mar 2002	100%	
(Fri) 15 Mar 2002	100%	
(Sat) 16 Mar 2002	100%	
(Sun) 17 Mar 2002	100%	
(Mon) 18 Mar 2002	100%	
(Tue) 19 Mar 2002	100%	
(Wed) 20 Mar 2002	100%	
(Thu) 21 Mar 2002	100%	
(Fri) 22 Mar 2002	100%	
(Sat) 23 Mar 2002	100%	
(Sun) 24 Mar 2002	100%	
(Mon) 25 Mar 2002	100%	
(Tue) 26 Mar 2002	100%	
(Wed) 27 Mar 2002	100%	
(Thu) 28 Mar 2002	100%	
(Fri) 29 Mar 2002	100%	
(Sat) 30 Mar 2002	100%	
(Sun) 31 Mar 2002	100%	